(c) The telephone billing system is not defective and subscribers are issued bills based on the actual usage of the telphone services.

(d) With a view to further improve the existing system large scale computerisation of telephone bills is being implemented.

Complaint by S.T.D. Subscribers against wrong billing

1882. SHRI J.P. JAVALI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that large complaints are received from all over India from S.T.D subscribers that they are receiving telephone bills for large amounts even when the facility is not made use of by them; and

(b) if so, what are the reasons for the wrong billings, and the action taken to set things right?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P.V. RANGAYYA NAIDU): (a) No Sir, Bills issued to the subscribers are based on the actual usage of the telephone services made by them. Few complaints are received totalling less than 1% of the total number of bills issued by the Department.

(b) Adequate care is taken by the Department to the accuracy of the telephone bills, however, errors detected on account of clerical mistakes, computer billing errors, technical fault etc., are immediately attended to by issuing to the subscriber provisional bills based on the previous billings history of the subscriber.

Waiting list for Telephones at Hubli in Karnataka

1883. SHRI J.P. JAVALI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that the waiting list for telephones in Hubli, Karnataka is very large;

(b) if so, what are the reasons therefore; and

(c) what action has been taken by Government to clear the waiting list?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) The waiting list for telephone connections as on 31.1.92 at Hubli in the state of Karnataka is given below:-

OYT	11
Non OYT spl.	103
Non OYT Genl.	2244
TOTAL:	2460

(b) Inspite of progressive providing of telephone connections at Hubli in the past years, the demand for telephone connections has also been rising. As on 31.1.92, the waiting list under OYT category has been cleared upto 4.7.91, under Non OYT special category upto 1.2.90 and under Non OYT General category upto 3.11.88.

(c) The Department of Telecommunications has formulated draft 8th five year plan with an objective:

— to provide telephone connections practically on demand in rural and tribal areas.

— Waiting period for telephone connections not to exceed two years.

Accordingly expansion programmes are being drawn to provide telephone connections to persons in waiting list at Hubli in Karnataka state progressively during 8th five year plan period.

Number of private vehicles engaged in Corporate Office of M.T.N.L. and Delhi Telephones

1884. SHRI RAJUBHAI A. PARMAR: Will the Minister of COMMUNICATIONS be pleased to state:

(a) what is the total number of departmental vehicles with the Corporate Office of Mahanagar Telephones Nigam Limited, and the Delhi Telephones as on 31st January, 1992;

(b) what is the number of private vehicles being engaged per month by the Corporate Office since its inception and number of private vehicles being

engaged by the Delhi Telephones Headquarters and the Delhi Telephones since 1st January, 1991 alongwith amount paid to the vehicle owners and on their running maintenance;

(c) the justification for engaging such a large number of private vehicles; and

(d) what are the details of steps taken or proposed to be taken to discourage such type of expenditure by the Mahanagar Telephones Nigam Limited?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) Sir, the total number of departmental vehicles with the Corporate Office of MTNL and with Delhi Telephones as on 31.1.92 are 16 and 392 respectively.

(b) The information is being compiled and will be placed on the Table of the House.

(c) Hiring of vehicles is done after due scrutiny taking into account utilisation of the fleet of departmental vehicles against sanctioned/justified vehciles as per standards. Normally vehicles are hired on temporary basis to cope up with the increased work load in view of tight commissioning programme for achieving the tough targets.

(d) Hiring of vehicles is resorted to meet the shortage of departmental vehicles only for unavoidable operational needs and based on norms and standards. The number of vehicles being hired is being kept under close scrutiny so as ensure that this is fully commensurate with the justification as per standards.

Tatkal Scheme for providing telephone connection

1885. SHRI RAJNI RANJAN SAHU : Will the Minister of COMMUNICATIONS be pleased to state:

(a) wether Tatkal Scheme for providing telephone connections has been introduced;

(b) if so, since when; and

(c) what is the outcome of this scheme, if implemented?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) and (b) Yes, Sir, Tatkal Scheme for provision of telephone connections has been in operation since 10.6.1988.

(c) Those applicants who are in immediate need of telephone connection and are willing to pay a non-interest bearing deposit of Rs. 30,000/-can avail of new telephone connection under this scheme where ever feasible. The telephone connection is to be provided within two weeks by the department.

Delivery of Letters and Packets in Bombay

1886. SHRI RAJNI RANJAN SAHU: Will the Minister of COMMUNICATIONS be pleased to refer to the answer to Unstarred Question 88 given in the Rajya Sabha on 25th February, 1992 and state:

(a) whether Government are aware of the Bombay High Courts's decision in regard to non-delivery of letter and dak over and above second floor in Bombay and other places;

(b) what is the extent to which it is being implemented;

(c) what is the direction of the High Court; and

(d) whether Government have preferred an appeal against the High Court in the Supreme Court or not?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) Yes, Sir, the Government are aware of the decision of the Bombay High Court on the proposed scheme of delivery of unregistered mail to addresses in storyed buildings, through Mail Box.

(b) The decison is being complied with;

(c) The direction of the High Court is that the Department of posts should present to the Court, as submitted before the Court on behalf of the Department of Posts, modifications in the scheme of delivery through Mail Box, taking into consideration all aspects of the matter, before May 1, 1992, and that till then, the scheme shall not be operated on Greater Bombay except in respect of those who voluntarily comply.

(d) Does not arise, as this Order of the